

The Primary Care Provider

Patient Review and Coordination Program

Health & Recovery Services
Administration

➔ What is the Patient Review and Coordination (PRC) Program?

The PRC (formerly Patient Review and Restriction) Program may assign clients to a primary care provider (PCP), pharmacy, controlled substances prescriber, hospital, or other provider for at least two years.

- The PRC Program focuses on the health and safety of the client.
- It is a requirement of all Medicaid programs to control overutilization and inappropriate use of medical services of clients.
- The Washington Administrative Code (WAC) covering PRC is 388-501-0135 and can be found at <http://apps.leg.wa.gov/wac/>.
- Clients who have been in the PRC Program have shown a 33% decrease in emergency room use, a 37% decrease in physician visits, and a 24% decrease in the number of prescriptions.

➔ How will I know if a client is in the program?

The assigned providers will receive a copy of the client's letter. You can check:

- The client's medical ID Card has an "X" in the Restriction column.
- The words "Client on Review" are printed on the card.
- The Medical Eligibility Verification (MEV) system shows the client's assigned providers.
- WAMedWeb checks eligibility and includes the client's assigned providers. To find out more about this service, go to: <https://wamedweb.acs-inc.com/wa/general/home.do>

➔ What is my role in the PRC Program?

- Manage the client's health care.
- Coordinate care with the specialists and other assigned providers.
- Approve any additional care the client receives from other providers or specialists.
- Educate the client on the correct use of services and the importance of preventative care.
- Counsel the client on the importance of using one provider to manage and coordinate their care.
- Coordinate with the PRC Program. Staff can provide the client's utilization of medical services upon request.

➔ What if the client needs care when I am not available?

Talk with the client about your after hours policy to avoid unnecessary and costly emergency room visits.

➔ How do I make a referral to another provider or specialist?

- Referrals can be made by phone or in writing.
- Give your Medicaid provider number to the specialist when making a referral. The specialist must include your Medicaid provider number in the "referring physician box" on the DSHS claim form to ensure their payment.



Do all medical services require a referral?

No. Referrals are not required for:

- Dental
- Medical transportation
- Optometric services
- Mental health
- Drug and alcohol treatment
- Family planning
- Emergency services



Is billing the same for PRC clients?

Yes. See <http://maa.dshs.wa.gov/download/BI.html> for billing instructions.



What happens if a client goes to a non-assigned provider?

- The claims billing system will deny claims from providers not assigned to the client or who have not been referred by the client's PCP.
- Clients should be referred back to the assigned provider.



What if I need to end my participation with an assigned client?

- You can end your participation with your assigned PRC client at any time.
- You must give your PRC client a 30-day written notice.
- You must notify us so we can help the client find another primary care provider.



How do I contact PRC?

Patient Review and Coordination Program

PO Box 45532

Olympia, Washington 98504-5532

Phone: 1-800-562-3022, ext. 51780 or (360) 725-1780

(Monday - Friday, 8 a.m. - 5 p.m.)

FAX: 360-725-1969

<http://maa.dshs.wa.gov/PRR>



What other help is available?

- Health and Recovery Services Administration Tool Kit for Helping Patients with Drug Use Disorders:
<http://maa.dshs.wa.gov/pharmacy/ToolKit.htm>
- Buprenorphine Information: <http://buprenorphine.samhsa.gov/>
- Division of Alcohol and Substance Abuse:
<http://www.dshs.wa.gov/dasa/default.shtml>
- Mental Health Division: <http://www.dshs.wa.gov/mentalhealth/>